

Terms of Business

McLaughlin & Greaney Limited (t/a Future)

McLaughlin & Greaney Limited t/a Future

These Terms of Business set out the general terms under which our firm will provide business services to you and the respective duties and responsibilities of both the firm and you in relation to such services. Please ensure that you read these terms thoroughly and if you have any queries we will be happy to clarify them.

Authorisation with the Central Bank of Ireland

McLaughlin & Greaney Limited t/a Future is regulated by the Central Bank of Ireland as an Authorised Advisor authorised under the Investment Intermediaries Act, 1995 and as a Mortgage Intermediary authorised under the Consumer Credit Act, 1995. Copies of our regulatory authorisations are available upon request. The Central Bank of Ireland holds registers of regulated firms. You may contact the Central Bank of Ireland on 1890 777 777 or alternatively visit their website at www.centralbank.ie to verify our credentials.

Codes of Conduct

McLaughlin & Greaney Limited t/a Future is subject to the Consumer Protection Code, Minimum Competency Code and Fitness & Probity Standards which offer protection to consumers. These Codes can be found on the Central Bank's website www.centralbank.ie

Our Services

At McLaughlin & Greaney Limited t/a Future our principal business is to provide advice and arrange transactions on behalf of clients in relation to the following:

<ul style="list-style-type: none">★ Retirement Planning<ul style="list-style-type: none">Small Self-Administered Pension Schemes (SSAPS)Personal Retirement Savings Accounts (PRSA's)	<ul style="list-style-type: none">★ Life Planning<ul style="list-style-type: none">Life Cover & Serious Illness CoverIncome ProtectionMortgage ProtectionCorporate Protection
<ul style="list-style-type: none">★ Wealth Management in Retirement<ul style="list-style-type: none">Approved Retirement Funds (ARF)Approved Minimum Retirement Funds	<ul style="list-style-type: none">★ Investment Planning<ul style="list-style-type: none">Portfolio SelectionInvestment Advice including savings
<ul style="list-style-type: none">★ Pensions<ul style="list-style-type: none">Personal PensionsGroup Pensions	

We currently hold a written appointment to act for the following product Providers:

Acorn Life	Independent Trustee Company Ltd
Aviva Life & Pensions	Investec Bank (UK) Ltd
Aviva Health	Irish Life Assurance plc
BCP Asset Management Ltd	Liberty Asset Management
Caledonian Life	New Ireland Assurance
Canada Life	Permanent TSB
Davy Stockbrokers	Scottish Provident Ireland Ltd (existing business only)
Dolmen Stockbrokers	Standard Life
Friends First	Wealth Options Limited
Goodbody Stockbrokers	Zurich

McLaughlin & Greaney Limited t/a Future acts as an **Independent Broker** which means that:

- a) the principal regulated activities of the firm are provided on the basis of a fair analysis of the market; and
- b) you have the option to pay in full for our services by means of a fee.

Fair Analysis

The concept of fair analysis is derived from the Insurance Mediation Directive. It describes the extent of the choice of products and providers offered by an intermediary within a particular category of life assurance, general insurance, mortgages, and/ or a specialist area. The number of contracts and providers considered must be sufficiently large to enable an intermediary to recommend a product that would be adequate to meet a client's needs.

The number of providers that constitutes 'sufficiently large' will vary depending on the number of providers operating in the market for a particular product or service and their relative importance in and share of that market. The extent of fair analysis must be such that could be reasonably expected of a professional conducting business, taking into account the accessibility of information and product placement to intermediaries and the cost of the search.

In order to ensure that the number of contracts and providers is sufficiently large to constitute a fair analysis of the market, we will consider the following criteria:

- the needs of the customer,
- the size of the customer order,
- the number of providers in the market that deal with brokers,
- the market share of each of those providers,
- the number of relevant products available from each provider,
- the availability of information about the products,
- the quality of the product and service provided by the provider,
- cost, and
- any other relevant consideration.

Effective Date of this Revision is June 2013

Life, Pensions & Investments

McLaughlin & Greaney Limited t/a Future provides life assurance and pensions on a fair analysis basis i.e. providing services on the basis of a sufficiently large number of contracts and product producers available on the market to enable us to make a recommendation, in accordance with professional criteria, regarding which contract would be adequate to meet the your needs.

We will provide assistance to you for any queries you may have in relation to the policies or in the event of a claim during the life of the policies and we will explain to you the various restrictions, conditions and exclusions attached to your policy. However, it is your responsibility to read the policy documents, literature and brochures to ensure that you understand the nature of the policy cover; particularly in relation Income Protection and Serious Illness policies.

Specifically on the subject of Income Protection policies it is our policy to explain to you a) the meaning of disability as defined in the policy; b) the benefits available under the policy; c) the general exclusions that apply to the policy; and d) the reductions applied to the benefit where there are disability payments from other sources.

For a Serious Illness policy, we will explain clearly to you the restrictions, conditions and general exclusions that attach to that policy.

Deposits

McLaughlin & Greaney Limited t/a Future provides the arrangement of deposit accounts on a fair analysis basis.

We currently hold a written appointment to act for the following deposit Providers:

Investec Bank plc (Irish Branch)	Permanent tsb
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Non-Life

McLaughlin & Greaney Limited t/a Future holds a tied agency in respect of Health Insurance with Aviva Health.

Mortgages

McLaughlin & Greaney Limited t/a Future currently holds a written appointment to act for the following mortgage Providers:

ACC Bank plc	KBC Bank Ireland plc
Irish Life & Permanent plc	AIB Mortgage Bank
PIBA Network Services Limited	

We not do not currently provide mortgage advice.

Life & Pension Fees

McLaughlin & Greaney Limited t/a Future is remunerated by commission and other payments from product producers on the completion of business.

You may choose to pay in full for our services by means of a fee. We reserve the right to charge additional fees if the number of hours relating to on-going advice/assistance exceeds 5 hrs.

In certain circumstances, it will be necessary to charge a fee for services provided. These are listed below for life, non-life business and Standard PRSAs.

In other circumstances where fees are chargeable or where you choose to pay in full for our service by fee, we will notify you in writing in advance and agree the scale of fees to be charged if different from fees outlined below.

Additional fees may be payable for complex cases or to reflect value, specialist skills or urgency. We will give you this rate in writing in advance of providing you with services.

If we receive commission from a product provider, this will be offset against the fee which we will charge you. Where the commission is greater than the fee due, the commission will become the amount payable to the intermediary unless an arrangement to the contrary is made.

- **Life Remuneration**

Our fees, which are subject to VAT at 23%, are calculated on an hourly basis at a rate of €150 per hour.

- **Non-Life Remuneration**

McLaughlin & Greaney Limited t/a Future is remunerated by commission from Aviva Health on completion of business. Details of this remuneration are available on request.

- **PRSA Remuneration**

Where advice is requested for PRSA's, our fees, which are subject to VAT at 23%, are calculated on an hourly basis at a rate of €150 per hour.

- **Mortgages Remuneration**

McLaughlin & Greaney Limited t/a Future do not currently provide mortgage advice.

Regular Reviews

It is in your best interests that you review, on a regular basis, the products which we have arranged for you. As your circumstances change, your needs will change. You must advise us of those changes and request a review of the relevant policy so that we can ensure that you are provided with up to date advice and products best suited to your needs. Failure to contact us in relation to changes in your circumstances or failure to request a review may result in you having insufficient insurance cover and/or inappropriate investments.

Disclosure of Information

Any failure to disclose material information may invalidate your claim and render your policy void.

Conflicts of interest

It is the policy of our firm to avoid conflicts of interest in providing services to you. However, where an unavoidable conflict of interest arises we will advise you of this in writing before providing you with any service.

Effective Date of this Revision is June 2013

Default on payments by clients

Our firm will exercise its legal rights to receive payments (fees) due to it from clients for services provided.

Product producers may withdraw benefits or cover in the event of default on payments due under policies of insurance or other products arranged for you. We would refer you to policy documents or product terms for the details of such provisions.

Mortgage lenders may seek early repayment of a loan and interest if you default on your repayments. Your home is at risk if you do not maintain your agreed repayments.

Complaints

We ask that you make any complaint against our firm, relating to services provided by us, in writing. We will acknowledge your complaint within 5 business days and we will fully investigate it. On completion of our investigation, we will provide you with a written report of the outcome. In the event that you are still dissatisfied with our handling of or response to your complaint, you are entitled to refer the matter to the Financial Services Ombudsman or the Pensions Ombudsman. A full copy of our complaints procedure is available on request.

Data Protection

McLaughlin & Greaney Limited t/a Future complies with the requirements of the Data Protection Acts, 1988 and 2003.

The data which you provide to us will be held on a computer database and paper files for the purpose of arranging transactions on your behalf. The data will be processed only in ways compatible with the purposes for which it was given. We would also like to keep you informed of mortgage, insurance, investment and any other services provided by us or associated companies with which we have a formal business arrangement; which we think may be of interest to you. We would like to contact you by way of letter, email or telephone call. If you do not wish to receive such marketing information please tick the box in the Terms of Business acknowledgement letter.

We may receive referrals from such firms and may advise them of any transactions arranged for you.

Compensation Scheme

We are members of the Investor Compensation Scheme operated by the Investor Compensation Company Ltd. See below for details.

Investor Compensation Scheme

The Investor Compensation Act, 1998 provides for the establishment of a compensation scheme and the payment, in certain circumstances, of compensation to certain clients (known as eligible investors) of authorised investment firms, as defined in that Act.

The Investor Compensation Company Ltd. (ICCL) was established under the 1998 Act to operate such a compensation scheme and our firm is a member of this scheme.

Compensation may be payable where money or investment instruments owed or belonging to clients and held, administered or managed by the firm cannot be returned to those clients for the time being and where there is no reasonably foreseeable opportunity of the firm being able to do so.

A right to compensation will arise only:

- If the client is an eligible investor as defined in the Act; and
- If it transpires that the firm is not in a position to return client money or investment instruments owned or belonging to the clients of the firm; and
- To the extent that the client's loss is recognised for the purposes of the Act.

Where an entitlement to compensation is established, the compensation payable will be the lesser of:

- 90% of the amount of the client's loss which is recognised for the purposes of the Investor Compensation Act, 1998; or
- Compensation of up to €20,000.

For further information, contact the Investor Compensation Company Ltd. at (01) 224 4955.



McLAUGHLIN & GREANEY LTD
t/a FUTURE

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Your Future Our Focus

www.future.ie